Company Name:	Hornitos Telephone Company		U#:1011	Report Year:	2016
Reporting Unit Type:	✓ Total Company ☐ Exchange ☐ Wire Center		Reporting Unit Name:	Total Company	
					Revised
		Data filed	Data filed	Data filed	Data filed

													Revised	<u></u>
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile n	nonthly file quarterly)		(05/16/2016)	)		(08/15/2016)	1		(11/15/2016)			(03/06/2017)	)
	Measurement (Compile ii	nonting, the quarterry)		1st Quarter	·		2nd Quarter	•		3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interv	val	Total # of business days	15	37	11	31	23	20	24	2	10	4	0	4
Min. standard = 5 l		Total # of service orders	4	7	6	17	11	7	6	2	8	1	0	2
Willi. Standard = 51	bus. days	Avg. # of business days	3.75	5.29	1.83	1.82	2.09	2.86	4.00	1.00	1.25	4.00	#DIV/0!	2.00
		Total # of installation commitments	4	7	6	17	11	7	6	2	8	1 0		2
Installation Comm	nitment	Total # of installation commitment met	4	7	6	16	11	7	6	2	8	1	0	2
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	1	0	0	0	0	0	0	0	0
		% of commitment met	100%	100%	100%	94%	100%	100%	100%	100%	100%	100%	#DIV/0!	100%
Customers		Acct # for voice or bundle, res+bus								428	428	413	406	405
Customer Trouble	e Report	·												
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports											<del>                                     </del>	<del></del>
_	units w/ ≥ 3,000 lines)	Total # of trouble reports											<b></b>	<del>                                     </del>
ard	8% (8 per 100 working lines for	% of trouble reports												
units w/ 1,001 - 2,999 lines)  10% (10 per 100 working lines	Total # of working lines												1	
	Total # of trouble reports													
	armo w 1,001 2,000 m100)	% of trouble reports												
	10% (10 per 100 working lines	Total # of working lines	515	513	515	506	503	503	499	505	503	498	493	488
	` .	Total # of trouble reports	15	18	56	16	9	12	11	1	42	5	11	10
	101 dring W = 1,000 iii103)	% of trouble reports	2.91%	3.51%	10.87%	3.16%	1.79%	2.39%	2.20%	0.20%	8.35%	1.00%	2.23%	2.05%
		Total # of outage report tickets	9	15	14	8	4	9	4	1	39	2	9	9
Adjusted		Total # of repair tickets restored in ≤ 24hrs	7	14	12	8	4	9	4	1	16	2	9	9
Out of Service Re	phort	% of repair tickets restored ≤ 24 Hours	78%	93%	86%	100%	100%	100%	100%	100%	41%	100%	100%	100%
Min. standard = 90	•	Sum of the duration of all outages (hh:mm)	97.77	128.82	157.93	71.23	23.08	30.25	8.63	6.38	2074.75	7.82	36.32	34.58
iviiri. Staridard – 50	7/0 Within 24 1113	Avg. outage duration (hh:mm)	10.86	8.59	11.28	8.90	5.77	3.36	2.16	6.38	53.20	3.91	4.04	3.84
		Indicate if catastrophonc event is in a month								No	No	No	No	No
		Total # of outage report tickets								1	39	2	9	9
Unadjusted		Total # of repair tickets restored in ≤ 24hrs								1	14	2	4	5
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours								100%	36%	100%	44%	56%
		Sum of the duration of all outages (hh:mm)								23.16	2183.95	25.67	380.03	341.55
		Avg. outage duration (hh:mm)								23.16	56.00	12.84	42.23	37.95
Refunds		Number of customers who received refunds								-	1	-	2	29
		Monthly amount of refunds								\$ -	\$ 40.95	\$ -	\$ 50.10	\$ 537.01
Answer Time (Trou	uble Reports, Billing & Non-Billing)													
Min. standard = 80	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a mei	nu option to reach live agent).	Total # of call seconds to reach live agent												
		%<_60 seconds												
L														

**Primary Utility Contact Information** 

Name: Gail Long Phone: 541-516-8210 Email: gail.long@tdstelecom.com			Phone: 541-516-8210	
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Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:		Hornitos Telephone Compan	у	_			U#:	101	<u>1</u>		Report Year:		2016	•
Reporting Unit T	/pe:	☐ Total Company ☑ Exchange ☐ Wire Center				Reporting Unit Nar	me:		Catheys Vall	еу			<u>.</u>	
	Measurement (Compile n	nonthly, file quarterly)	Date filed (05/16/2016) 1st Quarter		Date filed (08/15/2016)			Date filed (11/15/2016)				Date filed (xx/xx/xxxx)		
	` .	•	Jan	Feb	Mar	Apr	2nd Quarter May	Jun	July	3rd Quarter Aug	Sept	Oct	4th Quarter	Dec
		Total # of business days	10	13	5	9	2	14	12	Aug 1	7 Sept	000	0	0
Installation Interva		Total # of service orders	3	4	3	9	2	3	3	1	5	0	0	0
Min. standard = 5 b	ıs. days	Avg. # of business days	3.33	3.25	1.67	1.00	1.00	4.67	4.00	1.00	1.40	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	3	4	3	9	2	3	3	1	5	0	0	0
nstallation Commitment		Total # of installation commitment met	3	4	3	9	2	3	3	1	5	0	0	0
Min. standard = 95%		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	10070	10070	10070	10070	10070	10070	10070	147	147	141	140	138
Customer Trouble	Panart	Theorem for voice of buriale, feetbus								1-17	1-17	171	140	130
Customer Trouble	Т	Total # of working lines												
	6% (6 per 100 working lines for													
75	units w/ ≥ 3,000 lines)	Total # of trouble reports												
8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	% of trouble reports													
	8% (8 per 100 working lines for	Total # of working lines												
		Total # of trouble reports												
	dilite w/ 1,001 2,000 iii100)	% of trouble reports												
Ā	10% (10 per 100 working lines	Total # of working lines	168	168	169	164	161	161	161	166	167	165	164	164
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	4	3	12	3	1	4	2	0	38	1	5	1
	ior units w/ \(\sigma\) 1,000 lines)	% of trouble reports	2.38%	1.79%	7.10%	1.83%	0.62%	2.48%	1.24%	0.00%	22.75%	0.61%	3.05%	0.61%
	•	Total # of outage report tickets	1	3	0	0	0	3	0	0	35	0	5	1
Adiustod		Total # of repair tickets restored in ≤ 24hrs	1	3	0	0	0	3	0	0	15	0	5	1
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	43%	#DIV/0!	100%	100%
Out of Service Rep		Sum of the duration of all outages (hh:mm)	2.32	17.77	0	0	0	4.02	0	0	1852.2	0	16.5	1.88
Min. standard = 90%	within 24 hrs	Avg. outage duration (hh:mm)	2.32	5.92	#DIV/0!	#DIV/0!	#DIV/0!	1.34	#DIV/0!	#DIV/0!	52.92	#DIV/0!	3.30	1.88
		Indicate if catastrophonc event is in a month								No	No	No	No	No
		Total # of outage report tickets								0	35	0	5	1
Unadjusted		Total # of repair tickets restored in ≤ 24hrs								0	13	0	1	1
Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours								#DIV/0!	37%	#DIV/0!	20%	100%
•		Sum of the duration of all outages (hh:mm)								0	1961.42		298.62	22.77
		Avg. outage duration (hh:mm)								#DIV/0!	56.04	#DIV/0!	59.72	22.77
Refunds		Number of customers who received refunds								0	1	0	1	26
		Monthly amount of refunds								\$ -	\$ 40.95	\$ -	\$ 25.05	
Answer Time (Troub	ole Reports, Billing & Non-Billing)	,												
,	6 of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	u option to reach live agent).	Total # of call seconds to reach live agent												
2.3 2 1 (2 2 1	,	%< 60 seconds												
		1						<u> </u>						1

**Primary Utility Contact Information** 

Name:	Phone:	Email:

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:	Company Name:	Hornitos Telephone Compan	_			U#:	1011	<u> </u>	Report Year:			2016	•	
Reporting Unit Ty	/pe:	☐ Total Company ☑ Exchange ☐ Wire Center		Reporting Unit Name:			ame:		Exchequer					
	Measurement (Compile n	nonthly, file quarterly)		Date filed (05/16/2016) 1st Quarter		Date filed (08/15/2016) 2nd Quarter			Date filed (11/15/2016) <b>3rd Quarter</b>			Date filed (xx/xx/xxxx) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Inctallation Interval	1	Total # of business days	0	0	2	0	2	0	0	0	0	0	0	0
Installation Interval		Total # of service orders	0	0	1	0	1	0	0	0	0	0	0	0
Min. standard = 5 bu	is. days	Avg. # of business days	0.00	#DIV/0!	2.00	#DIV/0!	2.00	#DIV/0!	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	0	0	1	0	1	0	0	0	0	0	0	0
Installation Commit	tment	Total # of installation commitment met	0	0	1	0	1	0	0	0	0	0	0	0
Min. standard = 95%	6 commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	#DIV/0!	#DIV/0!	100%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus								32	32	31	30	30
Customer Trouble Report		,												
	T	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
8) %8	units w/ ≥ 3,000 lines)	% of trouble reports												
		'												
	8% (8 per 100 working lines for	Total # of working lines										<b></b> '	<b></b> '	
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports								_		<b></b> '	<b></b> '	
		% of trouble reports										<del></del> '	<del></del> '	
~	for units w/ ≤ 1.000 lines)	Total # of working lines	52	52	51	50	50	51	51	50	49	48	47	47
		Total # of trouble reports	0	0	6	5	2	0	6	0	0	0	2	2
		% of trouble reports	0.00%	0.00%	11.76%	10.00%	4.00%	0.00%	11.76%	0.00%	0.00%	0.00%	4.26%	4.26%
		Total # of outage report tickets	0	0	2	3	2	0	3	0	0	0	0	1
Adjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	1	3	2	0	3	0	0	0	0	1
Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	50%	100%	100%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%
Min. standard = 90%		Sum of the duration of all outages (hh:mm)	0	0	51.73	48.48	12.95	0	6.57	0	0	0	0	7.37
		Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	25.87	16.16	6.48	#DIV/0!	2.19	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	7.37
		Indicate if catastrophonc event is in a month								No	No	No	No	No
		Total # of outage report tickets								0	0	0	0	1
Unadjusted		Total # of repair tickets restored in ≤ 24hrs								0	0	0	0	0
Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours								#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0%
		Sum of the duration of all outages (hh:mm)								0	0	0	0	77.05
		Avg. outage duration (hh:mm)								#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	77.05
Refunds		Number of customers who received refunds								0	0	0	0	0
		Monthly amount of refunds								\$ -	\$ -	\$ -	\$ -	\$ -
Answer Time (Troub	ole Reports, Billing & Non-Billing)											1		
,	6 of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	u option to reach live agent).	Total # of call seconds to reach live agent												
s agont (w/a mont	a option to rodon into agoing.	%< 60 seconds												
		70 <u>3</u> 00 00001100											<u> </u>	
													<u> </u>	

**Primary Utility Contact Information** 

Email:

Phone:

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Name:

Company Name:		Hornitos Telephone Compan	_			U#:	101	<u>1</u>	Report Year:			2016	ı	
Reporting Unit Ty	/pe:	☐ Total Company ☑ Exchange ☐ Wire Center	r				Reporting Unit Na	ne:		Hornitos				
	Measurement (Compile m	nonthly, file quarterly)	Date filed (05/16/2016) 1st Quarter			Date filed (08/15/2016) 2nd Quarter			Date filed (11/15/2016) 3rd Quarter			Date filed (xx/xx/xxxx) 4th Quarter	,	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interval		Total # of business days	0	1	0	1	7	3	3	0	1	4	0	4
Min. standard = 5 bu		Total # of service orders	0	1	0	1	2	1	1	0	1	1	0	2
IVIIII. Staridard = 5 bt	as. days	Avg. # of business days	0.00	1.00	#DIV/0!	1.00	3.50	3.00	0.00	#DIV/0!	1.00	4.00	#DIV/0!	2.00
		Total # of installation commitments	0	1	0	1	2	1	1	0	1	1	0	2
Installation Commit		Total # of installation commitment met	0	1	0	1	2	1	1	0	1	1	0	2
Min. standard = 95% commitment met		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	#DIV/0!	100%	#DIV/0!	100%	100%	100%	100%	#DIV/0!	100%	100%	#DIV/0!	100%
Customers		Acct # for voice or bundle, res+bus								122	122	118	117	118
Customer Trouble	Report													
60/ /C nor 100 working lines for	Total # of working lines													
	Total # of trouble reports													
	units w/ ≥ 3,000 lines)	% of trouble reports												
pur	8% (8 per 100 working lines for	Total # of working lines												
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
ي	dring w/ 1,001 2,000 iiiles/	% of trouble reports												
M	10% (10 per 100 working lines	Total # of working lines	154	153	153	153	152	152	151	153	151	151	150	150
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	6	6	21	7	3	6	2	0	4	3	5	2
	161 drines 117 <b>=</b> 1,666 in 1667	% of trouble reports	3.90%	3.92%	13.73%	4.58%	1.97%	3.95%	1.32%	0.00%	2.65%	1.99%	3.33%	1.33%
		Total # of outage report tickets	4	5	8	4	0	5	0	0	4	2	3	2
Adjusted		Total # of repair tickets restored in ≤ 24hrs	2	5	7	4	0	5	0	0	1	2	3	2
Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours	50%	100%	88%	100%	#DIV/0!	100%	#DIV/0!	#DIV/0!	25%	100%	100%	100%
Min. standard = 90%		Sum of the duration of all outages (hh:mm)	63.98	14.63	91.93	13.35	0	24.25	0	0	222.55	7.82	18.4	5.5
iviiri. Staridard – 507	5 WIGHIN 24 1113	Avg. outage duration (hh:mm)	16.00	2.93	11.49	3.34	#DIV/0!	4.85	#DIV/0!	#DIV/0!	55.64	2.61	3.68	2.75
		Indicate if catastrophonc event is in a month								No	No	No	No	No
		Total # of outage report tickets								0	4	2	3	2
Unadjusted		Total # of repair tickets restored in ≤ 24hrs								0	1	2	2	1
Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours								#DIV/0!	25%	100%	67%	50%
		Sum of the duration of all outages (hh:mm)								0	222.53	25.67	61.7	45.2
		Avg. outage duration (hh:mm)								#DIV/0!	55.63	12.84	20.57	22.60

**Primary Utility Contact Information** 

Name:	Phone:	Email:

\$ 25.05 \$ 81.60

Date Adopted: 7/28/09

Refunds

Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls < 60 seconds to reach

live agent (w/a menu option to reach live agent).

Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Number of customers who received refunds

Total # of calls for TR, Billing & Non-Billing

Total # of call seconds to reach live agent

Monthly amount of refunds

%< 60 seconds

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:		Hornitos Telephone Company	у	-			U#:	1011	1		Report Year:		2016	
Reporting Unit Ty	ype:	☐ Total Company ☑ Exchange ☐ Wire Center	r				Reporting Unit Na	me:		Mt. Bullion				
	Measurement (Compile n	nonthly, file quarterly)		Date filed (05/16/2016) 1st Quarter			Date filed (08/15/2016) 2nd Quarter		Date filed (11/15/2016) <b>3rd Quarter</b>				Date filed (xx/xx/xxxx) 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
In atallation Intonical		Total # of business days	5	23	4	21	12	3	9	1	2	0	0	0
Installation Interval		Total # of service orders	1	2	2	7	6	3	2	1	2	0	0	0
Min. standard = 5 bu	us. days	Avg. # of business days	5.00	11.50	2.00	3.00	2.00	1.00	4.50	1.00	1.00	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	1	2	2	7	6	3	2	1	2	0	0	0
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitment met	1	2	2	6	6	3	2	1	2	0	0	0
		Total # of installation commitment missed	0	0	0	1	0	0	0	0	0	0	0	0
		% of commitment met	100%	100%	100%	86%	100%	100%	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus								127	127	123	119	119
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
	units w/ ≥ 3,000 lines)	% of trouble reports												
pu	8% (8 per 100 working lines for	Total # of working lines												
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports										'		
Ξ	10% (10 per 100 working lines	Total # of working lines	141	140	142	139	140	139	136	136	136	134	132	128
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	5	9	17	1	3	2	1	1	0	1	1	5
	101 drints W/ = 1,000 lines/	% of trouble reports	3.55%	6.43%	11.97%	0.72%	2.14%	1.44%	0.74%	0.74%	0.00%	0.75%	0.76%	3.91%
		Total # of outage report tickets	4	7	4	1	2	1	1	1	0	0	1	5
Adjusted		Total # of repair tickets restored in ≤ 24hrs	4	6	4	1	2	1	1	1	0	0	1	5
Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours	100%	86%	100%	100%	100%	100%	100%	100%	#DIV/0!	#DIV/0!	100%	100%
Min. standard = 90%		Sum of the duration of all outages (hh:mm)	31.47	96.42	14.27	9.4	10.13	1.98	2.07	6.38	0	0	1.42	19.83
Willing Staridard = 507	0 Within 24 m3	Avg. outage duration (hh:mm)	7.87	13.77	3.57	9.40	5.07	1.98	2.07	6.38	#DIV/0!	#DIV/0!	1.42	3.97
		Indicate if catastrophonc event is in a month								No	No	No	No	No
		Total # of outage report tickets								1	0	0	1	5
Unadjusted		Total # of repair tickets restored in ≤ 24hrs								1	0	0	1	3
Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours								100%	#DIV/0!	#DIV/0!	100%	60%
		Sum of the duration of all outages (hh:mm)								23.16	0	0	19.72	196.52
		Avg. outage duration (hh:mm)								23.16	#DIV/0!	#DIV/0!	19.72	39.30
Refunds		Number of customers who received refunds								0	0	0	0	0
		Monthly amount of refunds								\$ -	\$ -	\$ -	\$ -	\$ -

**Primary Utility Contact Information** 

Name:	Phone:	Email:	

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Answer Time (Trouble Reports, Billing & Non-Billing)
Min. standard = 80% of calls < 60 seconds to reach

live agent (w/a menu option to reach live agent).

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Total # of calls for TR, Billing & Non-Billing

Total # of call seconds to reach live agent

%<u>< 6</u>0 seconds

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)